



Cisco SMARTnet Maintenance Enterprise Agreement

LTC(P) FRITZ MCNAIR

CHIEF INTEGRATION OFFICE (CXO)
ENTERPRISE SERVICES DIVISION

DIVISION CHIEF

703-545-1486

fritzgerald.f.mcnaair.mil@mail.mil

LTC CEDRIC LEE

CHIEF INTEGRATION OFFICE (CXO)
ENTERPRISE SERVICES DIVISION

DEPUTY DIVISION CHIEF

703-545-1584

cedric.d.lee3.mil@mail.mil

KATRINA TUEL

CHIEF INTEGRATION OFFICE (CXO)
ENTERPRISE SERVICES DIVISION

PROJECT MANAGER

703-545-1673

Katrina.w.tuel.ctr@mail.mil



PRE-ENTERPRISE AGREEMENT

- ★ Higher pricing due to inability to leverage total Army spend.
- ★ Currently manage more than 7,000 separate Cisco SMARTnet contracts.
- ★ Estimates indicate that ~30% of the Army's Cisco devices are not covered today creating potential security vulnerabilities and coverage gaps. Reinstatement of maintenance requires hardware re-inspection fees resulting in increased costs.
- ★ Inability to identify grey market or counterfeit equipment increases threat of security vulnerability.
- ★ Limited, localized asset visibility. Inability to plan for life-cycle management of network devices.
- ★ Improper software updates result in legal licensing compliance issues.



CONTRACT HIGHLIGHTS

★ Five Year Period of Performance

- *Base Year with 4 Option Years*

Start Date: 29 June 2012

End Date: 28 June 2017

★ Contract Award \$578.2M to Red River Computer Co.

YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
\$67M	\$91M	\$130M	\$160M	\$130M

★ Covers all Army organizations including National Guard, Reserve, Corps of Engineers and COCOMs where Army is the Executive Agent *EXCEPT USASOC and MEDCOM.*

- *USASOC participates in an agreement with SOCOM and MEDCOM is supported by Military Health Services.*
- *Covers all government military, civilian and contractor personnel.*



CONTRACT HIGHLIGHTS

- ★ Covers ALL current hardware plus new purchases over the life of the contract
 - Includes hardware and software support for all Cisco products ***including Tandberg*** with the exception of Product-based service subscription support. Only IronPort products and Unified Communications Service Support (UCSS) are excluded.
- ★ Next Business Day Hardware Replacement
 - Critical components eligible for same day replacement but must be entitled for benefit.
- ★ 24 Hour TAC Support and IOS updates
- ★ Access to Cisco.com Online Technical Library



CONTRACT HIGHLIGHTS

- ★ Army users must associate their CCO ID (Cisco User ID) with the Army's Cisco Contract Number: 91986130.
 - To ensure only Army users access support, users are required to register with an ***army.mil*** or ***mail.mil*** email address.
 - End users should submit request to ARMYCCO@cisco.com.
 - Normal Business rules apply to open a case or download software.

- ★ Inventory Control and Reporting System
 - Portal customized with Army customer in mind
 - Ability to track all assets including those not connected to the network
 - Ability to identify grey/black market equipment
 - Ability to transfer equipment across Army organizations
 - Planned interface with ITAM capability
 - Scheduled for delivery NLT 30 September



VALUE ADDED ENHANCEMENTS

★ Advanced Services

- Advisory Services

Program Management Office will be control point for contract administration.

Architecture Management Office will be the control point for delivering Army consulting services.

- Network Optimization: Design/Software/Hardware Strategy
- Advanced technology support

★ Training

★ Lab Testing

★ Classified Network Support (Requires registration)

★ Regional CCIE Engineering Support (NOSCs)



QUESTIONS?



PROGAM MANAGEMENT OFFICE

Army

CIO/G-6
ARCYBER
NETCOM

NETCOM - G-6
NETCOM - G-5
CIO/G-6 CXO
CIO/G-6 AONS
G3 LANDWARNET
ARCYBER

NETCOM G-6 (Robert Saynuk)
NETCOM G-5 (Tom Valley)
CIO/G-6 (Richard Warner/Katrina Tuel)
G3/5/7 (Mike Dowdy)
ARCYBER (MAJ Molinari)
USACE ARNG USARC PEO C3T
PEO EIS
Theater Signal Command Leads:
7th SIG (Billy McDuffie) 5th SIG
311th SIG 335th SIG

Red River & Cisco

Don Neault (Cisco - PSAS)
Rick Bolduc (Red River)

Jim Lien (Cisco - PSAS)
Steve Picot (Cisco - Army Sales)
Terri Phifer (Cisco - Army Service Sales)
Dan McGee (Red River)

Andy Houck (Cisco PMO)
Brad Mercer (Cisco AMO)
Michael Campbell (Cisco AMO)
Mark Whitteker (Cisco GSO)
Jennifer Redmon (Cisco - Service Contract Support)
Tom Crapser (Red River - Service Operations)

Executive Steering Committee

Senior Leadership Team

Program Management Office Leads

- Establish & Manage Priorities
- ESA objectives

- ESA absorption
- KPI Updates
- Escalations

- Status against plan
- Issue & Risk Escalations

Mission 1:
Installed Base
Data Base
Development

Mission 2:
Portal Access
Software
Development

Mission 3:
Advisory
Services

Mission 4:
Network
Optimization

Mission 5:
TBD...



BACKGROUND

- ★ Efforts to award this Enterprise Agreement began in early 2010 by attempting to identify the Army's requirement.
- ★ The primary obstacle was limited asset visibility of Cisco appliances. No single authoritative source. Cisco provided a database of Army hardware components reflecting five years of procurements. This database includes information for over 500,000 pieces of equipment.
- ★ Mr. Krieger has directed that ITAM be the authoritative source for asset management in the Army, but there is not currently a sensor to detect network devices. Working with ISEC to field Spectrum capability down to the NECs. (FOC: MAR 13)
- ★ Consolidated more than 7,000 existing agreements into a single, Enterprise Agreement. Contracting efficiencies are estimated to save the Army ~\$15.9M/year. Current spend is estimated at \$150M per year but unable to substantiate.